

Sales and Billing

Single user and multi user. What does that mean for me?

On a multi-user system (**professional or premium accounts**), you can achieve the following:

- know who did what and when to your equipment
- implement a work order work flow where users may discuss actions and recommendations with each other
- implement a work order work flow where there's an approval system (technician A does a job and the supervisor accepts it or not)
- implement a permissions strategy where some of your users can only interact with the equipment module (warehouse people) and others can only see their own work orders (like technicians) and others can view all the system information (managers)

On a single user system (**free light account**) all the functionality is still available to you except that you cannot differentiate between users, obviously. Re-analyzing the the points above for the single-user case:

- All actions will be assigned to the same user
- One user will be logged as the active user on all steps of the work order work flow.
- A permissions strategy doesn't really make sense with only one user as you need to be able to reach all parts of the system.

Smaller or less complex companies may choose to go the single-user path and share one login between several people. This will work well but keep in mind that bulk searches will still not be able to tell the difference between users.

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